



## Development Hub highlights

- A new platform that replaces *MyGovernmentOnline* for online development application review.
- City's latest effort to modernize development review, improve customer service, and provide transparency.
- Customers should have better access to information to see precisely where permit and plan projects are in the review process while offering improved reporting capabilities and creating a more streamlined process.

## DEVELOPMENT HUB BENEFITS

- Combines case management for Development Services, Fire Department and Code Enforcement permit applications
- Customer dashboard provides real-time project status and notifications to the applicant

### Applicants can also

- Access project details 24/7
- View an interactive map
- View and schedule inspections
- Upload plans and other documents
- Pay fees online



## January 2021 – Project kickoff

- Data Gathering
- Preparing Workflows
- Testing Applications
- Data Conversion

## November 2021 – Configuration training

- Training staff to create applications

## June 2022 – Initial launch delayed

- Final data conversion from *MyGovernmentOnline* was incomplete
- Permit submittals were delayed for 1.5 weeks, but inspections continued manually
- *MyGovernmentOnline* was later reactivated to continue permit submittals



## Status

- All workflows and applications are complete
- The City is ready for testing

## Next Steps

- *MyGovernmentOnline* must provide a complete dataset
- City will test the dataset
- Official launch anticipated in August
- Since data will be tested on weekend, downtime for applications should be reduced

